



**Name: Atef Abd El-Azim Kotb**

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### **Personal Data:**

Nationality : Egyptian

Date of Birth : 1.04.1973

Marital Status : Married

Military service : Finished

### **Education:**

- ☐ Faculty of Arts 01/1996.
- ☐ Italian Courses in Italian center (1995-1997).

### **Languages:**

- ☐ Arabic: Mother Tongue.
- ☐ English: First Language.
- ☐ Italian: Second Language.

## **Work Experience:**

**- August 2019 Till Now:**

**Working as Resident Manager at Crown Plaza Airport Hotel, Kenya, Nairobi (IHG)**

### **JOB SUMMARY:**

- Assisting the General Manager to run the hotel
- Financial matters of the hotel including budget forecasting and control and training staff to correctly deal with the financial side of customer service
- Setting a good example of service excellence to those under his authority
- Training staff to meet service standard requirements
- Dealing with potential security problems and safety hazards
- Resolving on-site issues at the hotel (relating to guests, employees or the property) among many other duties.

**- September 2018 Till August 2019:**

**Working as Director of Rooms at Pyramisa hotel Cairo**

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Direct and coordinate the activities for Hotel Front Desk and Hotel Housekeeping
- Develop policies and procedures designed to achieve revenue and profit goals
- Establish performance standards which define exceptional guest service
- Maintain cleanliness standards and physical condition of the hotel
- Ensure safety and security of team members and guests
- Responsible for inventory, occupancy and average rate and yield management
- Set goals, objectives, room rates, credit policies and annual budget
- Assist Supervisors with daily assignments
- Resolve guest problems quickly, efficiently and courteously
- Ensure policies and consistent practices are in place to train, develop, recognize, reward and provide growth opportunities for team members.

- **October 2014 Till September 2018:**

**Working as Front Office Manager at Le Meridian Pyramids (Starwood)**

Front office manager of 60 front office team members in a luxury hotel contains 600 rooms, 41 suites, Spa, 2 Pools and 3 ball rooms.

**JOB SUMMARY:**

Responsible for all front office functions and staff. Areas of responsibility include Bell Staff, Switchboard Operations, and Guest Services/Front Desk, as a department head, directs and works with managers and employees to successfully execute all front office operations, including guest arrival and departure procedures. Strives to continually improve guest and employee satisfaction and maximize the financial performance of the department.

- **Personal Achievements:**

- Rebuild the front office team according to SW requirements
- Training plan to achieve all target requested by SW
- Apply the new requirements according to Starwood and Marriott merge
- The first hotel working by new system Starpush and achieved the target
- Training Rooms academy including
  - How to be trainer
  - The welcome
  - ABC Housekeeping
  - Revenue management
  - Champion of SPG

- **Achievements:**

- **2015 achievements**

GEI 8.02 and our goal 8.00 SPG

44 % and our goal is 41%

Master arrival report 96 % and our goal 95%

SPG recognition 27%

Star Voice results 96%

Clifton Audit 96%

Vacation Balance, Less than last year by 6%

Our Ranking on the daily competition was Number1 RevPAR MTD and Number 2 YTD

- **2016 achievements**

GEI 8.15 and our goal 8.05

SPG 53 % and our goal is 41%

Master arrival report 100 % and our goal 95%

SPG recognition 38%

Star Voice results 100%,

Clifton Audit 98.50%

- **November 2012 till October 2014:**

**Worked as Assistant Front Office Manager at Radisson Blu Cairo,**

Responsible for the management of all aspects of the Front Desk functions, in accordance with hotel standards. Directs implements and maintains a service and management philosophy which serves as a guide to respective staff.

- **Personal Achievements:** - Achieved the target of Madelia system (Guest Satisfaction) number two in middle east and Africa

- The best manager and according that attended the training of MDP (Managerial development programme in Dubai UAE)
- Achieved the target of Club Carlson member
- Achieved the target of upselling system and attended the training of TSA

- **August 2011 till November 2012:**

**Worked as a Sales Executive at Intercontinental Dar El Tawhid Makkah (IHG)**

I was responsible to implement all sales activities and maximize business opportunities in my specific area of responsibility under the general guidance and supervision. The role involves generating and maintaining customers of defined accounts and areas through sales activities like face to face sales calls, telephone calls or entertainment.

- **March 2010 till August 2011:**

**Worked as a Night Manager at Radisson Blu Cairo (Opening Team)**

□ **Responsibilities**

Process all guest check-ins, verifying guest identity, form of payment, assigning room, and activating/issuing room key. Set up accurate accounts for each guest according to their requirements. Ensure rates match market codes, document exceptions. Secure payment prior to issuing room key, verify/adjust billing. Compile and review daily reports/logs/contingency lists. Complete cashier and closing reports. Supply guests with directions and property information. Accommodate guest requests, contacting appropriate staff if necessary. Follow up to ensure requests have been met. Process all payment types, vouchers, paid-outs, and charges. Balance and drop receipts. Obtain manual authorizations and follow all Accounting procedures. Notify Loss Prevention/Security of any guest reports of theft.

- **January 2007 till March 2010:**  
**Worked as Front Office Supervisor at JW Marriott Hotel Cairo.**

- **Responsibilities:**

Leading all the front office staff during the operation. Handling all the front desk issues.

**June 2005 till January 2007:**

**Worked as Rooms Controller at JW Marriott Hotel Cairo.**

- **Responsibilities:**

Rooms Blocking.

Checking Traces

Follow up with Departures.

Close any pending issue PM or PX.

Handling groups blocking and requests.

- **July 2003 till June 2005:**

**Worked as Guest Service Agent at JW Marriott Hotel Cairo.**

- **January 1999 till July 2003:**

**Worked as Receptionist at King Snefro Village Sharm El-sheikh.**

- **December 1998 till January 1999:**

**Worked as Receptionist at Falcon El-Diar Sharm El-sheikh.**

- **March 1997 till December 1998:**

**Worked as Receptionist at King Snefro Village Sharm El-sheikh.**

## **Trainings:**

### **Marriott Training**

1-Welcome to Marriott.

2-Spirit to Serve.

3-Service Excellence.

4-Essential Skills.

5-Hospitality

6-Telephone Etiquette Skills

7-Empowerment

## **RadissonBlu Training**

- 1-TSA (up selling training and how to increase the revenue)
- 2- MDP (Managerial Development Program) at Radisson Blu Al Fujairah UAE for one week.

## **IHG Training**

- 1- Leader ship development program-Build great team
- 2- Be my guest (room to grow)
- 3- Service recovery (handling guest complain) 4- Solutions selling

## **Starwood Training**

- 1- Guest Experience Index (GEI) data
- 2- SPG program
- 3- Behavioural interview
- 4- Starguest program
- 5- SPG Champion
- 6- Rooms Academy for one week training including
  - How to be trainer
  - The welcome
  - ABC Housekeeping
  - Revenue management

## **SKILLS**

Good communicator – Accurate- Efficient- Reliable-Energetic-Flexible

## **Characteristics**

Patient-Serious-Love to learn & teach.-Team worker- Ability to cope with stressful situations -  
Creative-Loyal & flexible

## **Computer Skills**

Opera System V.5  
Fidelio System V.6.29  
Microsoft Office program  
Internet Facilities

## References

- Mr.Hatem Mohamed El haggar  
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**Thank you,**

**Best Regards,**

**Atef Kotb**

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